

LINCOLNSHIRE
TRAINING HUB
Primary Care Education

Lincolnshire Training Hub's Buddying Scheme

Background

We probably all remember the time when we started a new job or role. It can be quite a stressful and daunting experience. People may feel unsupported and professionally isolated because they have moved out of their familiar comfort zone into a new working environment. Often, they have to quickly get to grips with new people, new policies and procedures. This may lead to people feeling anxious, unprepared and feeling like they have no-one to share their concerns and fears with.

The Lincolnshire Training Hub's (LTH) buddying scheme offers an informal support mechanism to help people settle more quickly into their role in general practice. This scheme provides new in role staff with a "go to" person who has more experience in a similar role and organisation, whom can be confided in, is able to answer questions you may have about your role and work through any concerns you may have. In essence, it provides informal peer to peer learning and support.



Benefits

- Eases peoples' transitions into new roles.
- Helps to further develop professional networks, yet at the same time facilitate mutual support and learning.
- Offers informal clinical supervision - participating in this scheme enables people to reflectively discuss their progress and achievements. They can also obtain constructive feedback as and when needed to help them develop further in their role.
- Informal staff engagement and communication because it motivates people to maximise learning opportunities to enrich work experiences and improve their knowledge.
- Boosts work productivity though informal support, mutual learning and shared problem-solving.
- Improves staff retention. People are less likely to leave posts if they feel connected to others that they can share knowledge and experiences with.
- Offers great job satisfaction as participating in this scheme involves helping others, fostering a more positive working environment for everyone.
- Provides evidence of continuing professional development

It is

- Mutually beneficial for all involved as well as the organisations worked in.
- Promoting psychological and physiological well-being.
- Offering Informal clinical supervision.
- Complementary to other support systems.
- Facilitates socialising and making new friends that people would otherwise be unlikely to make.
- Offers the opportunity to gain support, be exposed to new insights and experiences that may have been otherwise missed.
- Being mutually available for one-another as and when needed.

It is not

- A replacement for formal management structures.
- Going to negatively impact upon work commitments.
- A set of formal rules or guidelines that must be followed.

Scheme Structure and Typical Operating Model

Initially, this scheme will be open to any Nursing Associate Apprentice starting on their university course. They will be paired with a Nursing Associate Apprentice who has just transitioned into their second year of study. This scheme will be launched at the Nursing Associate Apprentices interactive teaching sessions in October and November 2022. After this session, Buddies will be paired up and contacted by LTH for virtual introductions to be made.

Planned Scheme Rollout phases

Pilot phase - September-December 2022

- 2nd year Nursing Associate Apprentices buddying 1st year Nursing Associate Apprentices

Phase 2 - January 2023

- Newly qualified Nursing Associates buddying 2nd year Nursing Associate Apprentices
- 2nd year Practice Nursing Fellows buddying with 1st year Practice Nursing Fellows



Top Tips for Getting Started:

- Start slowly - don't expect too much too quickly, it will take time for the relationship to develop. Take time get to know each other and understand your roles, and then meet again to talk more, mutually agree meet-ups that fit around any existing commitments, and get into a routine. For example, getting together once a month may be appropriate, but it is entirely up to you and your buddy.
- Meet in a mutually agreed setting - Due to paired buddies being socially distanced it may make sense to meet face to face initially and then move meetings virtually if that works for you and your buddy. Again, it is entirely up to you.
- Mutually establish your needs from the beginning so both buddies have a clear expectation of participating in this scheme. Be honest regards what you feel that you can mutually offer. Revisit and review those needs as and when needed to ensure that participating in the scheme continues to be beneficial and a positive experience.
- Be open to new experiences and enjoy them! It is hoped that being involved in this scheme will offer new and positive ways of learning and supporting each-other in general practice.
- Please feedback your experience to LTH so we can learn and continually improve this scheme as it expands.

Contact LTH for Guidance and Support if:

It is felt that "Buddying" is not working - it is recognised that it may not work for everyone.

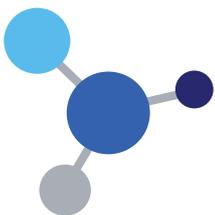
Behavioural Inappropriateness - please accept that people are diverse, everyone communicates and behaves differently. There may however be an occasion where someone says or does something that makes you uncomfortable. For example, the offering of unprofessional comments, a potential confidentiality breach or even a safeguarding incident. Please seek to openly resolve this first with your buddy. However, It may be necessary to escalate this further due to having a duty of care, for example, compromises of practitioner or patient safety. If you are unsure how to proceed, please contact LTH as soon as possible for assistance.



For Further information about the benefits of Buddying schemes and how they operate in workplaces, please see:

[Creating a Buddy System in the Workplace \[Updated for 2022\] \(indeed.com\)](#)

[Creating a Buddy System at Work: A Complete Guide - Factorial \(factorialhr.com\)](#)



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